

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 39.5

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| | | | | | |
|-----------------------|--------------------------|------|----------------|------------------|----------|
| Name of the NPS Unit: | Isle Royal National Park | | | VTS Group: | Seaplane |
| Name of VTS: | Seaplane Service | | | NPS Region: | Midwest |
| Respondent's Name: | Peter Amington | | | Annual Visitors: | 23,445 |
| Respondent's Title: | Chief Park Ranger | | | | |
| Respondent's Phone: | (906) 487-7148 | Fax: | (906) 487-7140 | E-mail: | |

Section 1: How is the VTS Service Provided?

| | | | |
|--|------------------------------|-----------------------------|--------|
| 1.1 In what year VTS service first provided? | 1947 | 1.6a Contract Term (years): | 0 |
| 1.2 Who currently manages the VTS service? | NPS | 1.6b Contract Start Date: | 1/1/95 |
| 1.3 Who currently operates VTS service? | Concessioner | 1.6c Contract End Date: | |
| 1.5a Concessioner Name: | Isle Royal Seaplane Service | | |
| 1.5b Concessioner Address: | PO Box 371, Houton, MI 49931 | | |
| 1.5c Concessioner Telephone: | (906) 482-8850 | | |

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service? Seaplane

2.2 Does the VTS service always operate along a fixed or consistent route or routes? Yes

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

| Route | Route Mileage | Peak Season Trips per Day | Off Peak Season Trips per Day | Percent Capacity Trips | Percent Refused Trips | Percent Ontime Trips |
|-------------------------|---------------|---------------------------|-------------------------------|------------------------|-----------------------|----------------------|
| Houghton to Rock Harbor | 73 | | | 80 | 15 | 90 |
| Houghton to Windigo | 70 | | | 80 | 15 | 90 |

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage? 0

2.6 Times per season that VTS service failed to operate due to an operator shortage? 0

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit? No

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

| | | | |
|-----------------------------|------|----------------------------|------|
| Visitor Enhancement Rating: | High | Cost Effectiveness Rating: | High |
| Resource Protection Rating: | High | Sustainability Rating: | High |

3.3 What is the primary purpose of VTS? Visitor Enhancement

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around? No

Current Year Start Date: 5/20/96

Current Year End Date: 9/27/96

Next Year Start Date:

Next Year End Date:

4.2 Peak Demand Start Date:

Peak Demand End Date:

Low Demand Start Date:

Low Demand End Date:

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? No

If No, Describe How Trips are Determined: Demand

5.2 Is Schedule Adjusted Weekly? No

5.3 Is Schedule Adjusted Daily? No

5.4 Is Schedule Provided to Operators? No

5.5 Is Schedule Available to Visitors? No

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment? Contractor/Concessioner

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6.2 Total Fleet Size: 6.3 Number of vehicles or vessels operated in service at a single time? 6.4 Do any vehicles employ alternative fuels? Alternative Fuel Type:

| Equipment Number | Maker of Vehicle or Vessel | Model | Registry (Vessels) | Year | Annual Mileage | Fuel | Owner | Condition (See Note) |
|------------------|----------------------------|-------|--------------------|------|----------------|------|------------|----------------------|
| 1 | Dornier | | 841RS | 1961 | | | Contractor | 3 |
| 2 | Dornier | | 12828 | 1961 | | | Contractor | 1 |

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

7.2 Who owns the VTS facilities?

| Facility Name | Year Built | Ownership | Maintenance | Condition (See Note) |
|------------------------------|------------|-----------|-------------|----------------------|
| Seaplane Dock - Tobin Harbor | 1950 | NPS | NPS | 3 |
| Seaplane Dock - Windigo | 1950 | NPS | NPS | 2 |

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly? If so, how often are the counts made?

8.2 Please provide the average daily number of passenger boardings

| Fiscal Year | Peak Season Daily Boardings | Off Peak Season Daily Boardings | Annual Boardings |
|-------------|-----------------------------|---------------------------------|------------------|
| FY 1996 | | | 878 |
| FY 1995 | | | |
| FY 1994 | | | |
| FY 1993 | | | |
| FY 1992 | | | |

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service? 10.2 Does Fare vary according to Season, day of week or time of year? 10.3 Does Fare Vary between adults and children?

10.4 Please Provide Fares for the VTS System

| | Peak Season | | | | Off Season | | | |
|-------------------------|-------------|----------|--------------|----------|------------|----------|--------------|----------|
| | Peak Day | | Off Peak Day | | Peak Day | | Off Peak Day | |
| | Adults | Children | Adults | Children | Adults | Children | Adults | Children |
| Houghton to Rock Harbor | \$130.00 | \$130.00 | | | | | | |
| Houghton to Windigo | \$130.00 | \$130.00 | | | | | | |

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way? 11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner? 11.3 Basis for Payments Received:

Percent of Gross Revenues:

11.3 Other Basis for Payments Received: 11.4 Does VTS receive funds from sources other than NPS?

Please provide Operating Revenue, Cost, Funding Sources:

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| Revenue/Cost | FY 1996 | FY 1995 | FY 1994 | FY 1993 | FY1992 |
|-----------------------|--------------|--------------|--------------|------------|------------|
| Fare Revenue | | | | | |
| Operating Cost | \$166,919.00 | \$146,001.00 | \$100,498.00 | | |
| Concessioner Fees | \$14,513.00 | \$5,527.00 | \$4,437.00 | \$4,345.00 | \$4,641.00 |
| NPS Support for VTS | | | | | |
| Payments to NPS | | | | | |
| Other Revenue Sources | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |

Section 12: What are the VTS Liability and Safety Programs?

| | | | |
|----------------------------|----------------------|---------------------------|----------------------|
| Collision Coverage: | <input type="text"/> | Collision Premium: | <input type="text"/> |
| Comprehensive Coverage: | <input type="text"/> | Comprehensive Premium: | <input type="text"/> |
| Property Coverage: | \$3,000,000.00 | Property Premium: | <input type="text"/> |
| Public Liability Coverage: | \$1,000,000.00 | Public Liability Premium: | <input type="text"/> |
| Medical Coverage: | <input type="text"/> | Medical Premium: | <input type="text"/> |
| Other Insurance: | <input type="text"/> | Other Premium: | <input type="text"/> |
| | | Total Premium: | \$1,979.00 |

| | | | |
|------------------------------------|---|--|---|
| 12.2 Who pays Insurance? | <input type="text" value="Concessioner"/> | 12.5 Who conducts substance abuse screening? | <input type="text" value="Concessioner"/> |
| 12.3 Who pays Operator Ins.? | <input type="text" value="Operator"/> | 12.6 Who conducts safety training program? | <input type="text" value="Concessioner"/> |
| 12.4 Who pays special license? | <input type="text" value="Individuals"/> | 12.7 Who maintains substance abuse program? | <input type="text" value="Concessioner"/> |
| 12.4 Who screens operator history? | <input type="text" value="Concessioner"/> | Who regulates VTS vessels and crews? | <input type="text" value="FAA"/> |
| | | 12.8 Number of injury claims in past 5 yrs? | <input type="text"/> |

Section 13: What are the VTS Maintenance Procedures?

| | |
|---|----------------------------------|
| 13.1 Is there a written Maintenance Program? | <input type="text" value="Yes"/> |
| 13.2 Are there written Hazmat Program procedures? | <input type="text" value="Yes"/> |
| 13.3 Is there a written Maintenance Training Program? | <input type="text" value="No"/> |
| 13.4 Is there a written Safety Program for VTS maintainers? | <input type="text" value="No"/> |
| 13.5 Is AC Brake Certification required? | <input type="text" value="No"/> |
| 13.6 Are federal (e.g., OSHA) Records Maintained? | <input type="text" value="Yes"/> |
| 13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season? | <input type="text" value="0"/> |
| 13.8 What is the number of preventable maintenance road calls made during FY 1996? | <input type="text"/> |

Section 14: What Future Plans are there for VTS Service

| | |
|---------------|---|
| Planned Mods: | <input type="text" value="Existing services have been in place for many years and serve the public and park very well. However, few funds have been available for either annual or cyclic dock maintenance for many years."/> |
| Plan Reports: | <input type="text" value="No"/> |